



Department	Police
Bargaining Unit	HPOA
Sailary Range:	Q25
Last Revision:	April, 2010

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## **COMMUNITY SERVICES OFFICER**

### **DEFINITION**

Under general supervision to perform a wide variety of duties and assignments in support of the Police Department function, including Patrol, which is principally the performance of a variety of routine, non-hazardous municipal law enforcement duties for which sworn personnel are not required; Parking Enforcement; Records; Property and Evidence; Animal Control, which is primarily the performance of animal care and adoption duties, records processing and maintenance and shelter reception; all non-sworn peace officer related duties consistent with the needs of the Police Department.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the either the Operations Captain or the Support Services Captain.

Receives technical and functional supervision from a Police Sergeant, Police Services Supervisor, or Animal Control Supervisor.

Exercises no supervision.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Responsibilities may include, but are not limited to, the following:

On assigned shifts, patrol the City for the purpose of enforcing and preventing violations of applicable codes and ordinances; enforcing and preventing violations of parking codes and ordinances; and for the purpose of reporting unsafe conditions, incidents of vandalism., and other related conditions.

Prepares necessary reports and appears in court to present testimony as required.

Prepares traffic collision reports, issues warnings and traffic citations, directs traffic and enforces parking regulations.

Assists ill or injured citizens until proper medical aid arrives. Renders first aid and/or CPR when necessary.

Receives complaints and reports of routine criminal and non-criminal incidents from the public, prepares associated reports.

Performs daily liaison duties with the District Attorney's Office and the Court. Delivers and retrieves evidence to the Crime Lab.

Assists with crime scene control; receives and identifies evidence and found property and maintains proper control of same; disposes of evidence and found property *as* directed.

Operates various office equipment; enters, records, sorts, files, copies and distributes a wide variety of police records, reports and materials, including memos, letters, reports, complaints, citations, crime reports and traffic collision reports.

Operates various computer programs, including word processing, spreadsheets, databases and communications software to prepare various reports, records, memos, letters and other material, both for internal and external distribution.

Assists department personnel and the public in person and by telephone, including retrieving information and files, mailing out requested reports to other criminal justice agencies and the general public in accordance with established regulations, and providing general information regarding department policies, procedures and regulations.

Receive lost and found animal reports; assist visitors in locating missing pets; process adoption of pets at the animal shelter

Feed animals, clean cages and maintain a clean and neat appearance of the animal shelter.

### **OTHER JOB RELATED DUTIES**

Perform related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

English usage, spelling, grammar and punctuation.

Procedures and techniques for dealing with the public in a tactful, but firm manner.

Modern office procedures, methods and computer equipment.

Principles and procedures of records keeping.

Principles of traffic laws and regulations.

Principles of basic report writing.

Applicable City, California Vehicle Code, California Penal Code regulations. Basic animal handling, care, habits, handling and disease identification.

Occupational hazards and standard safety practices necessary in the area of animal care, handling and control.

Basic mathematics.

**Skill to:**

Operate various office equipment, including fax machine, copy machine, computer and printer.

Operate a motor vehicle safely in accordance with traffic laws, rules and department policy.

**Ability to:**

Learn basic organization and functions of a municipal law enforcement agency.

Learn and interpret City, County and State laws, ordinances and regulations. Learn the geography of the City including location and layout of streets.

Interpret and apply oral or written material/instructions, including the ability to read abstract or directive instructional material and to apply that data to practical circumstances.

Remain alert and coherent, including the ability to take or to decide between alternative courses of action under routine, highly stressful, or environmentally difficult conditions; an ability to remain alert at varying hours after scheduled rest or to

remain alert during extended periods of an emergency or unanticipated nature.

Recall detail, including the ability to accurately recreate witnessed events, conversations or readings and to record those recreations in written and/or oral form.

Maintain accurate and legible field notes.

Perform general clerical work, including maintenance of police records and compiling information for reports.

Work independently without close supervision. Learn animal behavior and symptoms of disease.

Have a background free of any felony convictions and with a demonstrated personal history of being able to live within the law.

Work irregular hours.

**Experience and Training Guidelines**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Training:**

Equivalent to successful completion of the twelfth (12<sup>th</sup>) grade (GEE) or high school graduation). Current enrollment in an accredited college or university is desirable.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid California driver's license.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to pass a background investigation and medical/psychological examinations.

Ability to work in a standard office environment with ability to sit, stand, and walk for extended periods of time; ability to work outdoors; ability to travel to different sites and locations; exposure to cold, heat, noise, outdoors; ability to lift and carry heavy objects.

**Effective Date:** April, 2010